

Public Disclosure At WSDOT



Lynn Peterson
Secretary of Transportation

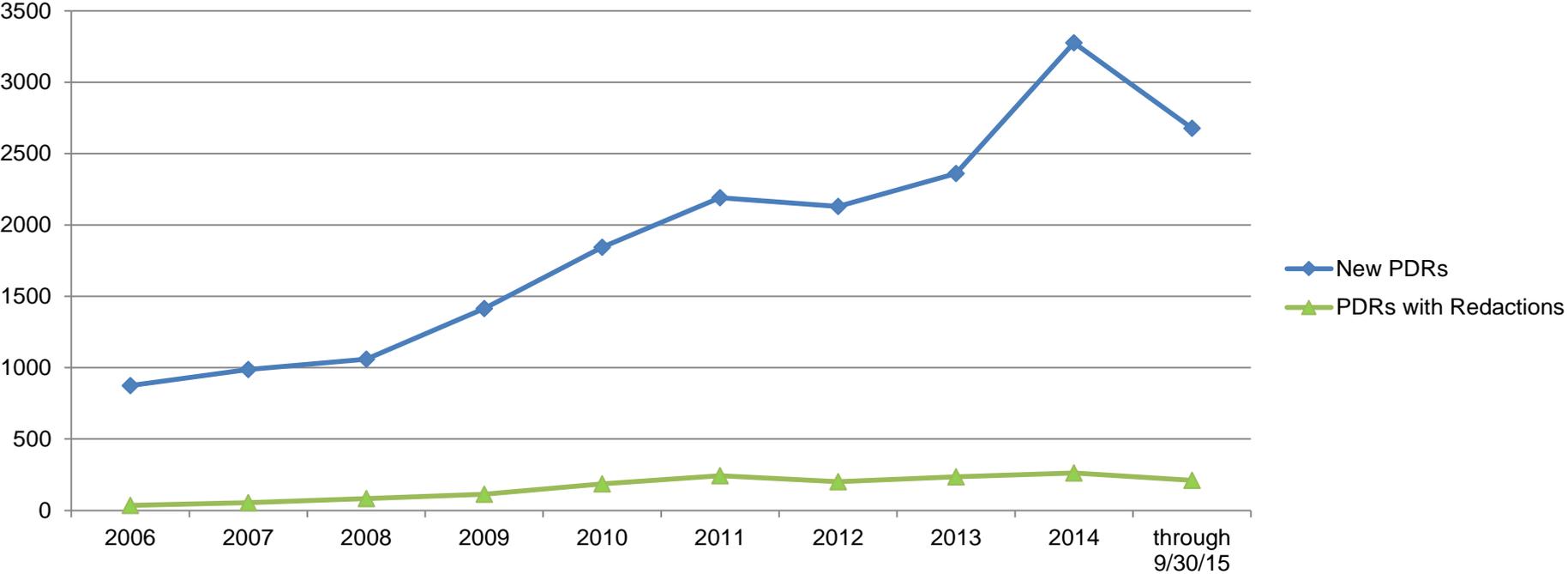
Kara Larsen
Director
Torts, Claims, and Records Management

Roger Millar
Deputy Secretary

Overview: Public Records Process

- Types of public records requested
- Acknowledgement of requests
- Injunction letters
- Exemptions
- Redaction process
- Potential penalties

Requests Increasing in Number and Complexity



Staff Resources Consumed

- WSDOT expends nearly 2700 staff hours every month
 - approximately 17 FTEs on public disclosure requests
 - includes 2 FTEs from the AGO
- Does not include the time spent by the hundreds of record owners who must search electronic and paper files for responsive records

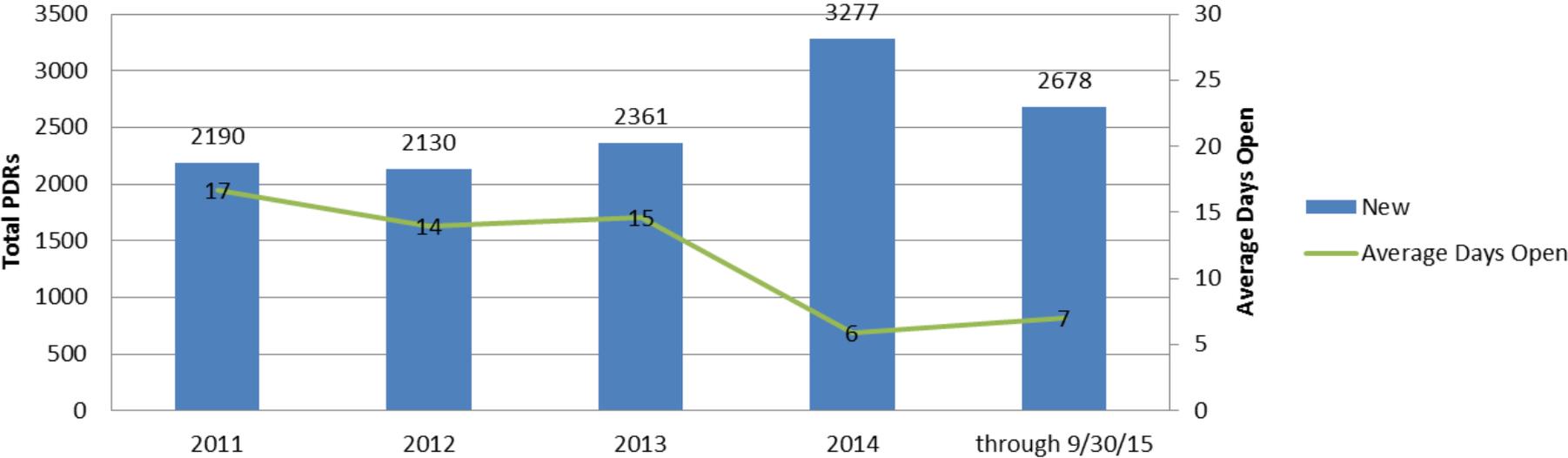
HQ Lean Process

- Team streamlined the process
 - Found ways to break large requests into smaller batches
 - Set up a visual display to track request status and identify delays



- Result: average time to satisfy a records request went from 24 business days to 11, a 54 percent reduction

Average Number of Days PDR is Open



Challenges

- As records become mostly electronic, PDR's have become more voluminous
 - Result: very large and broad requests that require large amounts of electronic data processing
 - For example, a current request has asked for an email server search that resulted in 93GB of data - roughly 175,000 emails
- Current software is limited in processing power to prepare documents for redaction
 - Using an outside vendor, which can cost an estimated \$15,000

Questions?

For more information on Public Disclosure Requests
at WSDOT please contact:

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Or

<http://www.wsdot.wa.gov/Contact/PublicDisclosure>